



Job Profile

Manager Customer Billing and Revenue Operations

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Finance & Accounting	Career Stage	G
Job Function	Accounts Payable/Receivable	Career Stream	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	12/04/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	6
People Leader	Yes	Indirect Team Size	40

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

To bill Sydney Water's customers accurately and in a timely manner. To receive and process customer payments and encourage customers to pay on time via convenient payment channels. To manage engagement with customers who have not paid their bill. Managing the operational delivery of billing, postage, banking and revenue collections contracts. To oversee the successful operational management of our customer, metering and billing systems and ensure enhancements and changes are successfully implemented. This position plays a critical role in leading a best practice billing experience for customers, building trust and corporate reputation.



Accountabilities

Job Specific	• Setting a clear direction for Customer Billing & Revenue teams including a roadmap aligned with the Customer Experience Business Plan and the Corporate Strategy • Leading change and driving business improvements • Leading Sydney Water's customer billing and revenue functions • Leading the operational functions which deliver 8 million paper bills and 700,000 electronic bills to customers annually, ensuring bills are of a high quality encourage on time payment • Provide effective financial reporting to support Sydney Water's compliance obligations • Provide operational reporting for all billing & revenue functions • Extensive knowledge of SAP ISU & CRM billing and customer systems • Extensive knowledge of SAP data models - customer and property • Leading the payments function to ensure the collection \$2.6 billion in revenue, contributing to Sydney Water's financial position • Ensuring the successful operational performance of critical suppliers such as print contractors, banking, mail house and payment channel • Delivering new payment channels which meet the current and future needs of our customers • Driving contractor performance to ensure business and customer expectations are delivered and that contractors represent value for money • Working in partnership with Finance to ensure accurate financial reporting • Driving customer focused and cost-effective invoicing channels as a service for large customers requiring bulk billing • Delivering business resilience ensuring successful business continuity is in place for critical contracts and processes avoiding customer impacts from a failure in Billing activities. • Auditing staff accounts for irregular financial transactions; to ensure that our corporate reputation is maintained • Leading Business Verification Testing (BVT) of SAP changes before migration to production • Collaborating with key stakeholders to interpret and implement IPART pricing changes and determination changes to customer bills and pricing impact analysis • This position has delegation to mask customer information for the purpose of customer privacy and protection • Ensure our compliance with Payment Card Industry security standards
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Role Requirements

Education / Qualifications

Required	Degree qualification in business, IT, accounting, finance, or other related field or business or experience deemed equivalent.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Minimum of 7 years demonstrated experience in utility or customer relations to leading and managing a team in the delivery of customer supporting services to achieve excellence in customer experience. - Demonstrated leadership in a team environment and operate as part of a management team. - Demonstrated knowledge of SAP billing system and operation - Experience in managing a similar size business unit in terms of size, revenue and budgets - Demonstrated experience in procurement of services and in contract management. - Understanding of property and customer relationships. - Strong analytical, planning, policy and business management skills and superior communication, negotiation and relationship management skills with a demonstrated ability to work with people at all levels. - Superior written and verbal communication skills including Plain English skills and management of clear and understandable customer correspondence. - High level strategic and critical thinking skills. - Experience in preparation of business cases, financial management and contract management. - Demonstrated ability to build a team culture and manage the individual development of people. - Experience in managing a large group of staff operating in a high volume environment. - Experience in optimising resources, allocating work, monitoring results and analysing productivity and efficiency.
Desired	

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (F-H)			
Capability	Descriptor		
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.		
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Business Acumen	1	Essential	Advanced
Strategic Thinking	2	Essential	Intermediate
Influencing skills	3	Essential	Intermediate
Interpersonal Communications	4	Essential	Advanced
Stakeholder Management	5	Desirable	Intermediate
Decision Making	6	Essential	Advanced
Billing	7	Essential	Advanced
Collaboration	8	Desirable	Intermediate
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.